

**SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR  
ENHANCED VISIBILITY DURING INSTALLATION MANAGEMENT IN A  
NETWORK-BASED SUPPLY CHAIN ENVIRONMENT**

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**ABSTRACT**

A system, method and article of manufacture are provided for interacting with a client user in a network-based environment during installation management in order to enhance visibility. A user is identified and information about the user is collected, wherein the information relates to the installation of a service. A profile of the user is built based on the collected information and a plurality of different contents are managed. The profile and the contents are analyzed in order to match attributes of the profile of the user and attributes of the contents. The contents which have attributes that match the attributes of the profile of the user are then selected and delivered to the user. The user is allowed to manually select which of the delivered contents are depicted on a display. The user is also allowed to selectively position the delivered contents on the display.